#### REFERENCE GUIDE

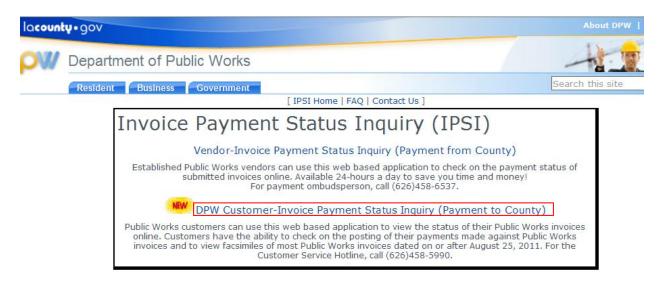
### **DPW Customer – Invoice Payment Status Inquiry (IPSI)**

Reviewing the status of the Los Angeles County Public Works invoices just became easier and more convenient thanks to the new web-based DPW Customer-Invoice Payment Status Inquiry (IPSI) application. IPSI allows Customers to check on the posting of their payments made against Public Works invoices that remained unpaid at the end of Fiscal Year 2007-08 (6/30/2008) or invoices generated in or after Fiscal Year 2008-09 in the electronic Countywide Accounting and Purchasing System (eCAPS). The status for invoices generated from other systems such as the Hazardous Material System (HMS) and the Waterworks Customer Information System (CIS) are not available. IPSI also allows customers to view facsimiles of most Public Works invoices dated on or after August 25, 2011.

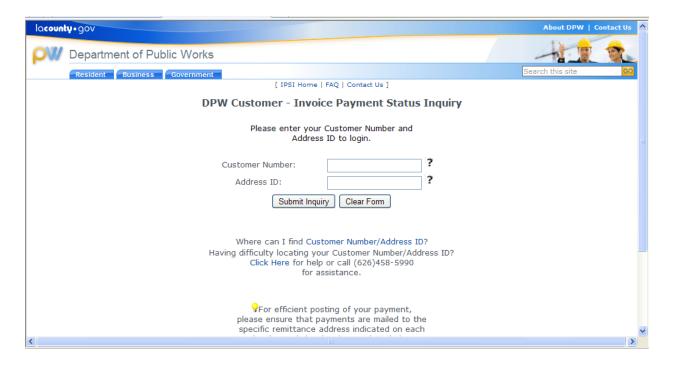
To take advantage of IPSI, simply access the Department's home page at http://dpw.lacounty.gov, click on the Invoice Payment Status Inquiry link.



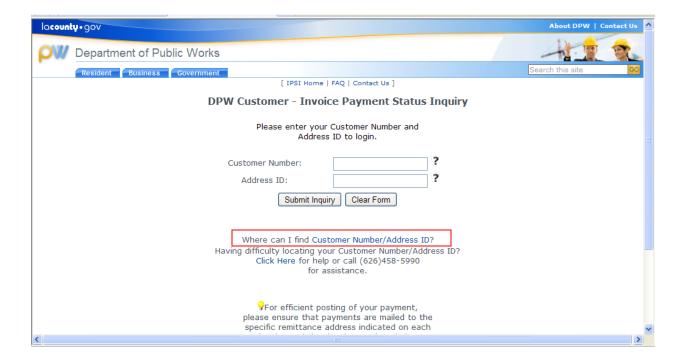
## Select DPW Customer-Invoice Payment Status Inquiry (Payment to County).



A valid Customer Number and Address ID are required to use the application. Log in with the Customer Number/Address ID.



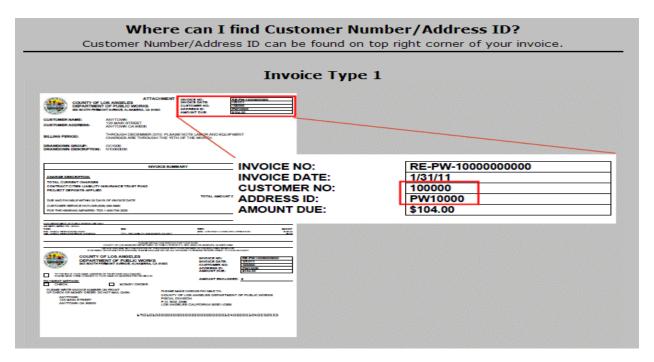
To locate the Customer Number/Address ID, click on "Where can I find Customer Number/Address ID?"



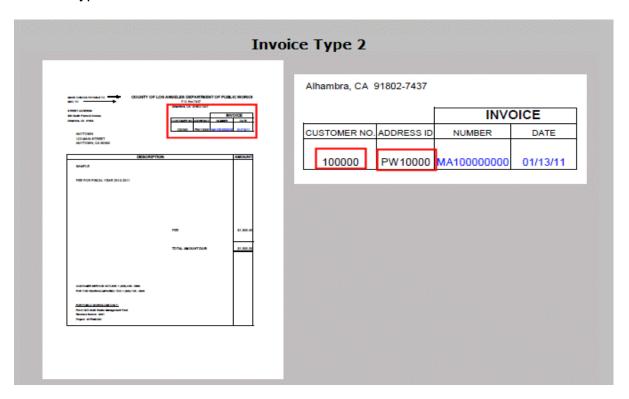
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Below are samples of three different invoice types and the location of the Customer Number and Address ID.

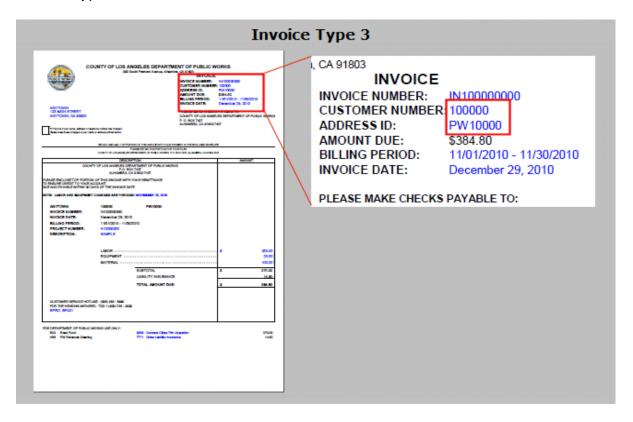
## Invoice Type 1:



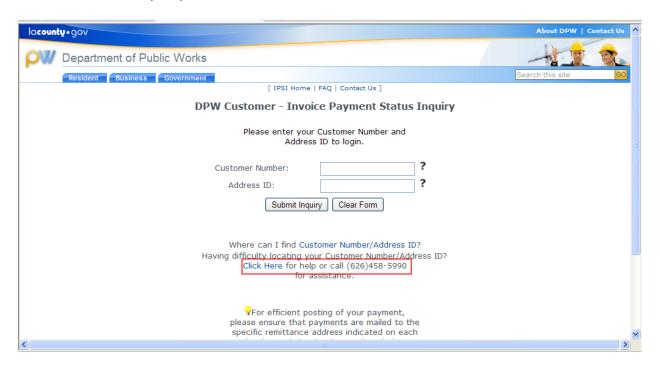
### Invoice Type 2:



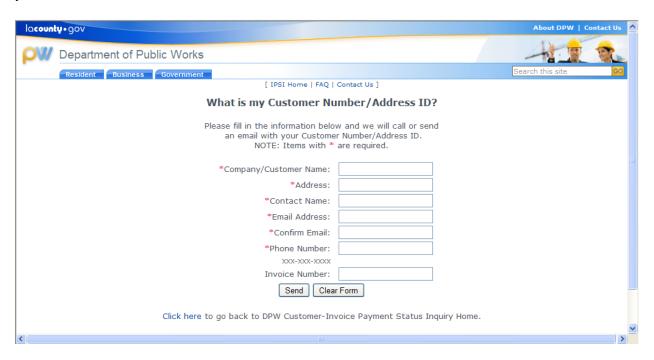
# Invoice Type 3:



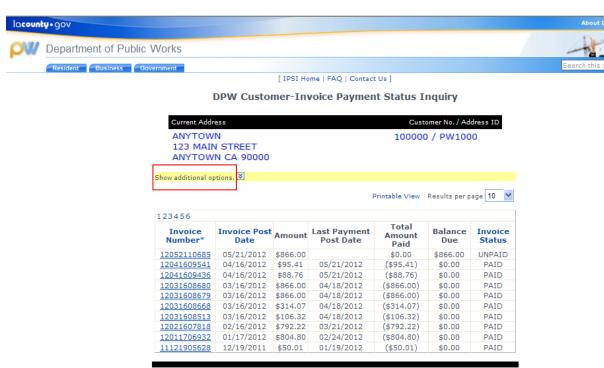
If you do not have an invoice available, or if you have difficulty in locating your Customer Number and Address ID, then select the "Click Here" or call the Customer Service Hotline at (626)458-5990.



Once you select "Click Here", complete the fields requested and an email confirmation of your inquiry will be sent to you. A Fiscal Customer Service representative will contact you with the Customer Number and Address ID.



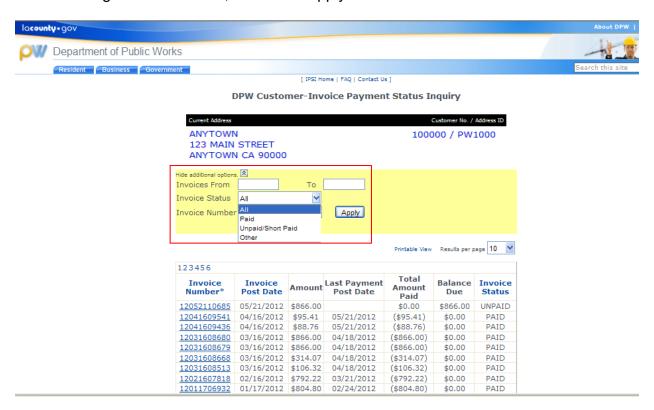
Upon entering a valid Customer Number/Address ID, a listing of invoices and their payment status is shown. You can click on the **Show additional options** button located under the customer address to filter or sort the listing.



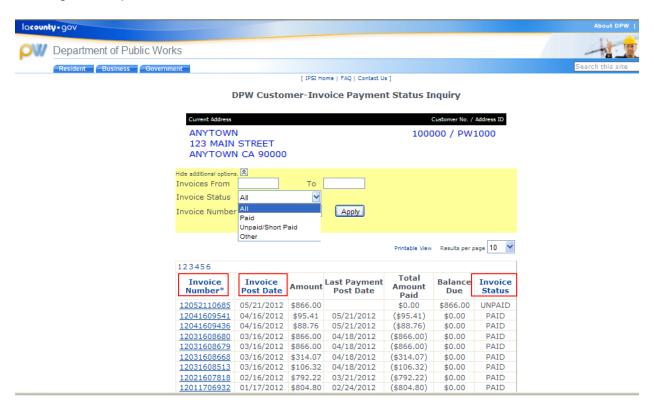
By clicking the Show additional option, you can filter or sort the listing of the invoices by:

- Invoice From: mm/dd/yyyy To: mm/dd/yyyy
- Invoice Status: All, Paid, Unpaid/Short Paid and Other
- Invoice Number

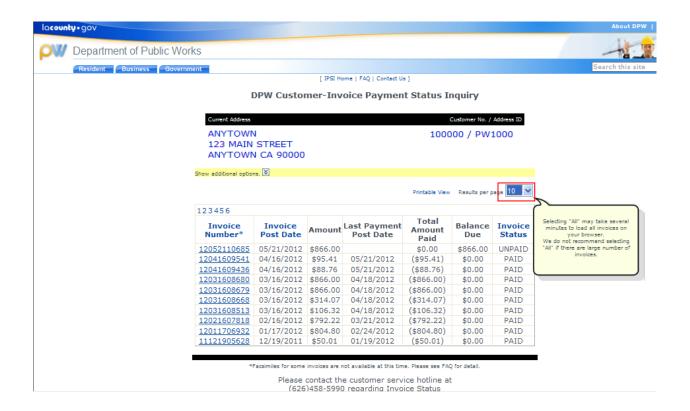
After entering the filter criteria, select the Apply button.



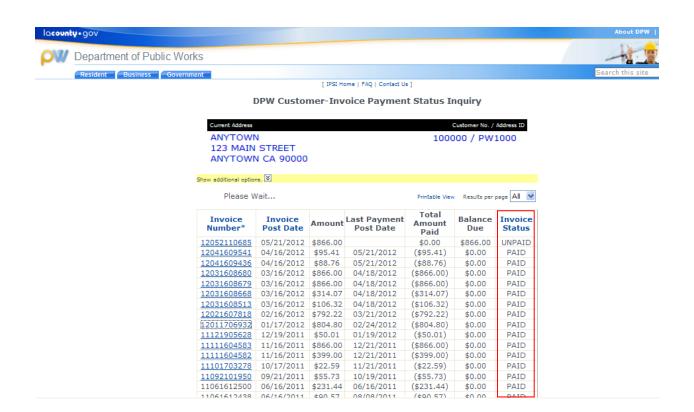
You can sort the listing by Invoice Number, Invoice Post Date or Invoice Status by clicking the respective header.



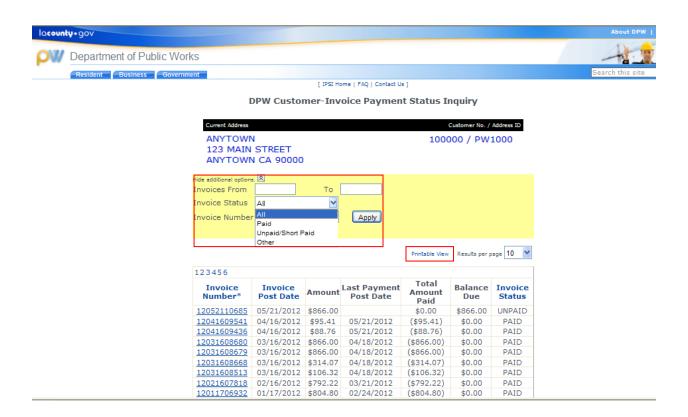
You can view all invoices of all status by selecting the "All" option located on the right hand corner above the Invoice Status header. Selecting "All" may take several minutes to load all invoices if there are large numbers of invoices.



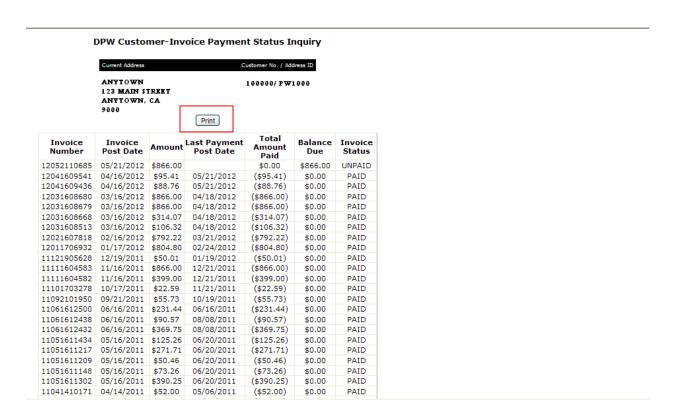
#### Show all status of invoices:



To view the printable view of the status of all invoices, click the Printable view option located above the Total Amount Paid Header. You can click the Show additional options, and enter the filter criteria to select the invoices by clicking Apply button.



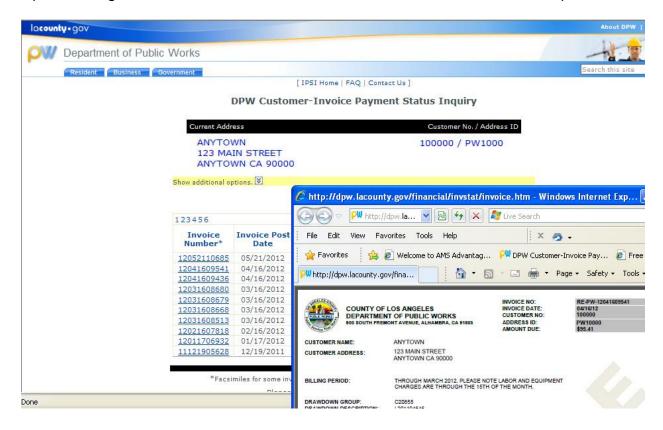
You can print the listing of all or selected invoices per your filter selection by clicking the **Print** option. The screen shot below shows a listing of all invoices.



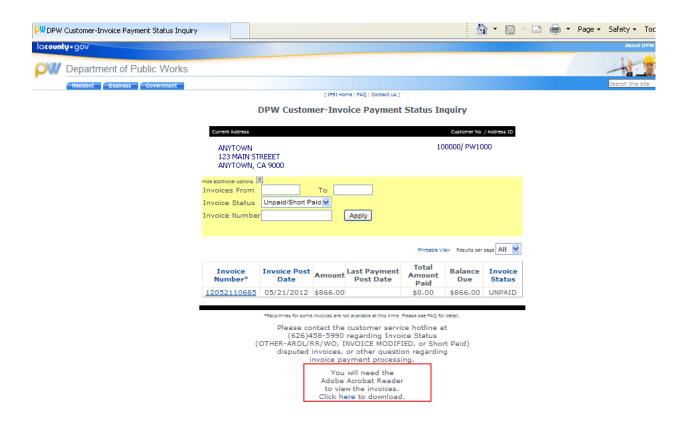
You can view the facsimiles of most Public Works invoices dated on or after August 25, 2011 by clicking the respective underlined invoice number. Facsimiles are available for invoices with underlined invoice numbers.



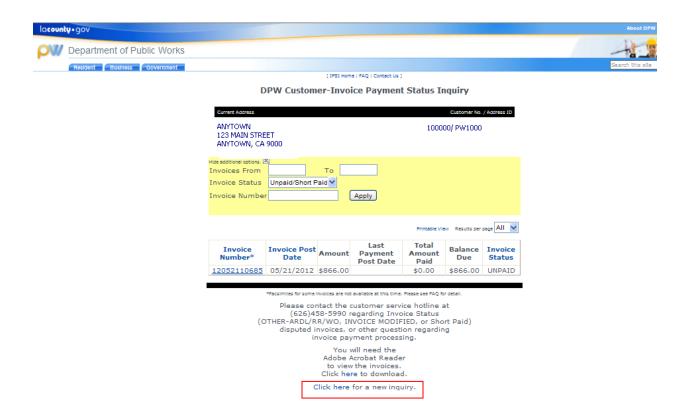
Upon clicking the underlined invoice number, the facsimile of the invoice is opened.



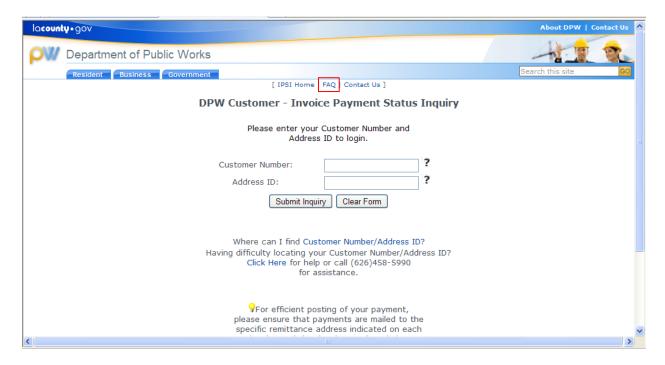
You will need Adobe Acrobat Reader to view the facsimile of the invoice. You can download the Adobe Acrobat Reader by clicking the "Click here to download"



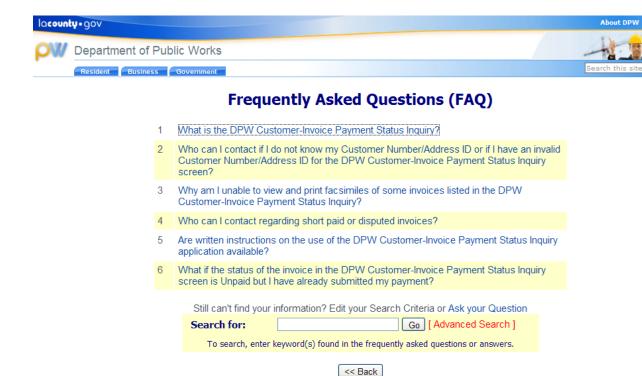
For a new inquiry with a different Customer Number/Address ID, please select "Click here for a new inquiry".



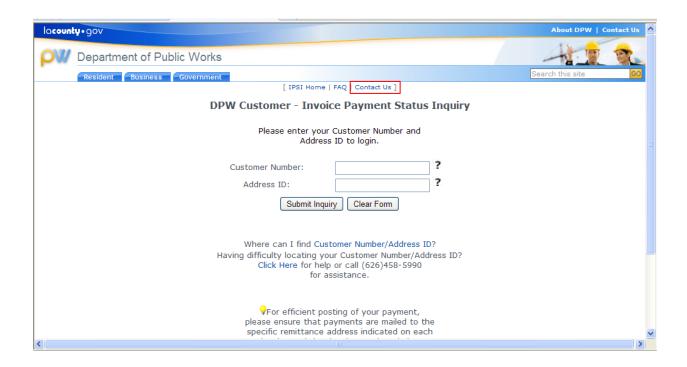
You can click on "FAQ" for list of Frequently Asked Questions.



Upon clicking the "FAQ", a list of Frequently Asked Questions (FAQ) is shown.



If you need to contact us for questions other than an inquiry about your Customer Number/Address ID, please select the "Contact Us" option.



Complete the fields requested for "Contact Us" and an email confirmation of your inquiry will be sent to you. A Fiscal Customer Service representative will contact you via email or by phone.

